



California Public Employees
Retirement System

Benefit Program Specialist (CalPERS)

Departmental Open-Spot-Sacramento Examination

Continuous Testing

Exam Code: **8PA23**

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

WHO SHOULD APPLY Persons who meet the minimum qualifications as stated below under Requirements for Admittance to the Examination. This is an open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY Applications (STD 678) are available through the internet at <http://www.spb.ca.gov> and at the testing office shown below. Applications (STD 678) may be delivered in person or by mail. Please submit to:

Deliver in Person:

CalPERS
Human Resources Division
Exam Unit - (Attn: Jeanne Krause)
400 Q Street, Room 3260, LPN
Sacramento, CA 95811

By Mail to:

CalPERS
Human Resources Division
Exam Unit - (Attn: Jeanne Krause)
P.O. Box 942718
Sacramento, CA 94229-2718

PLEASE REFER TO EXAM CODE 8PA23 ON YOUR APPLICATION.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.

APPLICATION DEADLINE	There is no final filing date. Testing is considered continuous as dates can be set at any time. The testing office will accept applications continuously and will notify and test applicants as needs warrant		
TESTING PERIOD	A candidate may be tested only once during any testing period. The testing periods for this classification are January 1 through June 30 and July 1 through December 31.		
TESTING DATE	Written test dates will be set as needed; however, it is anticipated that a test date will be in January and in July. Applicants will be notified, by mail, of specific date, time, and location of the written test.		
SPECIAL TESTING ARRANGEMENTS	If you are disabled and need special assistance or special testing arrangements, mark the appropriate box in Part 2 of the application. You will be contacted to make specific arrangements. If you have not been contacted by the time you receive a notice to appear to a test, contact the CalPERS Examination Unit at (916) 795-3065.		
REQUIRED IDENTIFICATION	Applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.		
SALARY RANGE	Range A: \$2,280-\$2,770	Range B: \$2,450-\$2,975	Range C: \$2,638-3,209
	The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect all of the pay raises granted recently. You should verify the salary levels with the department personnel office before making any commitments.		
ELIGIBLE LIST INFORMATION	A departmental eligible list will be established for CalPERS. Names of successful competitors are merged onto the eligible list in order of final scores, regardless of test date. Names will remain on the list for a period of 12 months unless the needs of the service and conditions of the list warrant a change in this period.		
EXAMINATION INFORMATION	The examination will consist of a written examination weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the written. CalPERS and the State Personnel Board reserve the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.		

Competitors who do not appear for the Written Test will be disqualified.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

It is your responsibility to make sure you meet the education and/or experience requirements as stated below. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required. All applications/resumes must include: "to" and "from" dates (month/day/year); time base; and job titles. Applications/resumes received without this information may be rejected. Resumes will not be accepted in lieu of a completed State Application (STD 678). College course information must include: title, semester, or quarter credits, name of institution, completion dates, and degree (if applicable). All applicants must submit proof of the completion of the educational requirement (if applicable) at the time of filing with the State Application (STD 678). The proof provided must be copies of college transcripts that show the specific coursework and semester/quarter hours required. **Applications received without this information will be rejected.**

MINIMUM QUALIFICATIONS	<p>NOTE: All applicants must meet the education and/ or experience requirements for this examination by the cutoff date. Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as Either I, or II, or III, etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.</p> <p>To qualify for this examination, you must have:</p> <p style="text-align: center;">Either I</p> <p>In the California state service, 12 months of experience in a class at a level of responsibility not less than that of an Office Assistant (Range A)</p> <p style="text-align: center;">Or II</p> <p>Experience: Nine months of experience as a seasonal clerk or equivalent working for the California Public Employees' Retirement System in a retirement, member services, health benefits, or field services setting; and Education: Either equivalent to completion of the 12th grade or completion of a structured work experience training program. (One year of general clerical/office work experience may be substituted for the required education).</p> <p style="text-align: center;">Or III</p> <p>Experience: One year of experience which must include responsibility for client-customer service contact involving the interpretation or explanation of policies, regulations or procedures, and/or resolving or adjusting customer accounts. This experience may have been gained in a governmental or private sector setting, for example, in an insurance office, financial institution, customer service center, or title company. (Academic education above the 12th grade may be substituted for one year of the required general experience on the basis of one year of general education being equivalent to six months of experience).</p>
POSITION DESCRIPTION	<p>The Benefit Program Specialist (CalPERS) is the entry, first working, and full journey level for the series. Initially, under close supervision, incumbents receive training and learn benefit programs, complete simple benefit calculations, and provide assistance to higher-level specialists. Incumbents continue to learn and perform a variety of technical duties involving the explanation and interpretation of regulations, policies, and benefits to members. Incumbents may complete the less complex benefit calculations, provide technical information to members concerning membership qualifications and benefits, provide technical information to members concerning membership qualifications and benefits, provide technical information to employers, review technical documents for accuracy and completeness, and provide technical assistance to higher-level staff.</p> <p>As skills are developed, incumbents perform more difficult and complex tasks associated with retirement calculations, interviewing members, and explaining and interpreting regulations, policies, and benefits. Incumbents are also responsible for expediting cases requiring special actions for timely payment of benefits; advising employers on membership qualifications and reports of contributions; preparing reports, correspondence, charts, and graphs; providing training to less experienced staff; contacting staff at various levels in other State and local public agencies, school officials, and members by telephone, personal contact, electronic media, or correspondence. Incumbents receive general supervision and the consequence of errors is significant.</p> <p>Positions exist within the California Public Employees' Retirement System in Sacramento.</p>
EXAMINATION SCOPE	<p style="text-align: center;">WRITTEN EXAM – WEIGHTED 100%</p> <p>Written Scope</p> <ol style="list-style-type: none"> 1. Effective Writing Principles and Skills (Grammar, Punctuation and Spelling); 2. Reading and Comprehending Job Materials; 3. Accuracy in Clerk Procedures: Alphabetical and Numerical Ordering, Comparing Pairs of Letters/Numbers 4. Basic Arithmetic: Calculations Common to the Job.
CAREER CREDITS	Career credits will not be granted in this examination.
VETERANS PREFERENCE	Veterans' preference credits will be added to the final score of all competitors who are successful in the exam and who qualify, and have requested these credits. For more information on veterans points, please visit the State Personnel Board's at spb.ca.gov .
QUESTIONS	If you have any question regarding this announcement, please contact CalPERS Exam Services Unit – Jeanne Krause at (916) 795-9560.
<div>BRD: October 24, 2008</div> <div>Class Code: 6410</div> <div>Schematic Code: JR56</div>	

GENERAL INFORMATION

It is the candidate's responsibility to contact the CalPERS Personnel Office (916) 795-3065 and Calif. Relay Service 711* three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the CalPERS Personnel Office (916) 795-3065 and Calif. Relay Service 711* three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department, the CalPERS personnel office and online at www.spb.ca.gov.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

CalPERS reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) service-wide promotional, 5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rule 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

General Qualifications: Candidates should possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in appraising experience, more weight will be given to the breadth of experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Developmental (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in a place of high school on a year-for-year basis.

***California Relay Service for the Deaf or Hearing Impaired**